

From: genegard
To: Microsoft ATR
Date: 11/23/01 7:53am
Subject: Release before being ready!

I am a computer user since 1982 and a Retired USAF Navigator who is good with hi-teck innovations; however, new releases of MS Products is loaded with errors that cause the experienced user and those new to computers very much pain. First they hype their products and then you have to continually download fixes and updates. They especially like to design their software to be not compatible with other software and hardware. I have learned to use Netscape Communicator for email and browsing because it is easy to use and does not crash and require continuous upgrades and fixes. In my view they have done irreparable harm to consumers and other competitors. To them \$5 billion over five years is less than a slap on the wrists and they are continuing their unfair and ruthless tactics.

Now I feel a little better, but will I ever forget their causing so much frustration? NO

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